

We Support You!

**DL1309-1, DL1309-2
DL1309-3, DL1309-4**

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Infinite Campus**

Agenda

- Campus Help in the product
 - Access and search
 - Move from help to tool
 - Customize
- Campus Customer Portal
- Submitting a support ticket



Campus Help – In the Product

- Purpose
 - Quickest way for users to get a question answered
 - Explains the purpose of the screen
 - Gives instant access to text you design



Accessing Help - in the Product

1 Click on the Help tab



2 Help text for the tool appears



The screenshot shows the product interface with the Help tab selected. The left sidebar contains navigation links and a help text area. The main content area displays the enrollment editor table for student Albro, Alexis L.

Index Search Help

Viewing Enrollments [\[Edit\]](#)

Path: [Student Information > General > Enrollment](#)
OR
Path: [Census > People > Enrollment](#)

The enrollment tab will list all occurrences of a student's enrollment in the district. Because this is a historical view, this list could be long.

By default, the enrollments are listed by grade level first, then by enrollment start date. To reorder the list of enrollments, click the blue hyperlinked headers in the Enrollments Editor list. The list of enrollments can be sorted by Grade, Calendar, Start Date or End Date.

When hovering over an enrollment entry, the person who last modified the data will appear in the hover box.

When adding a new enrollment, a school and

Albro, Alexis L
Grade:05 #6002066 DOB:06/27/1997 Gender:F

[Behavior](#) [Transportation](#) [Fees](#) [Lockers](#) [Athletics](#) [Homeroom](#) [AdHoc Reports](#) [Waiver](#) [Records T](#)

[Summary](#) **Enrollments** [Schedule](#) [Attendance](#) [Programs](#) [Grades](#) [Transcript](#) [Credit Summary](#) [Assessn](#)

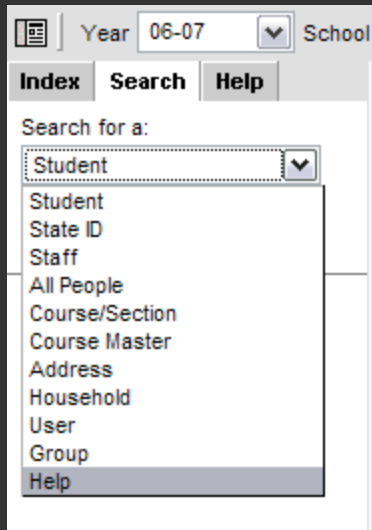
[Print Enrollment History](#) [New](#) [New Enrollment History](#)

Edit	Grade	Type	Calendar	Start Date	End Date
	05	P	07/08 ES	08/22/2007	
Start Status: 00 Current Student End Status:					
	04	P	06-07 ES	08/15/2006	05/23/2007
Start Status: 00 Current Student End Status: 11 Student continues					
	03	P	05-06 ES	08/15/2005	05/19/2006
Start Status: 00 Current Student SimsNet created End Status: 11 Student continues					
	02	P	04-05 ES	08/24/2004	05/24/2005
Start Status: 00 Current Student SimsNet created End Status: 11 Student continues					
	01	P	03-04 ES	08/25/2003	05/19/2004
Start Status: 00 Current Student SimsNet created End Status: 11 Student continues					

Searching Help – in the Product

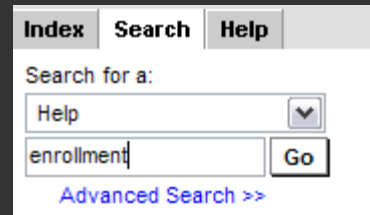
1

Select Help from Search droplist



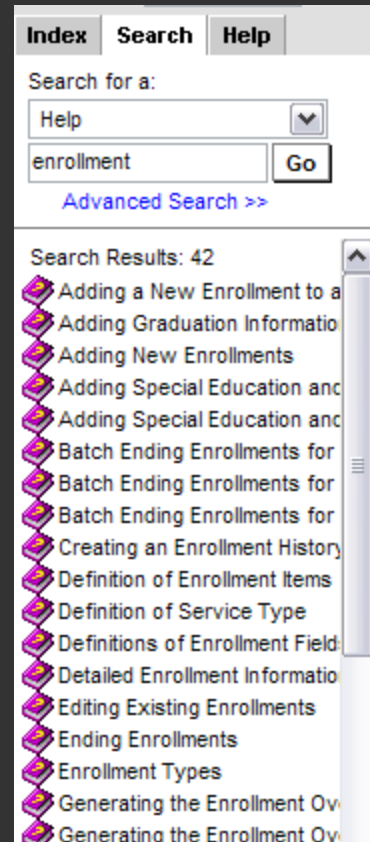
2

Enter search term



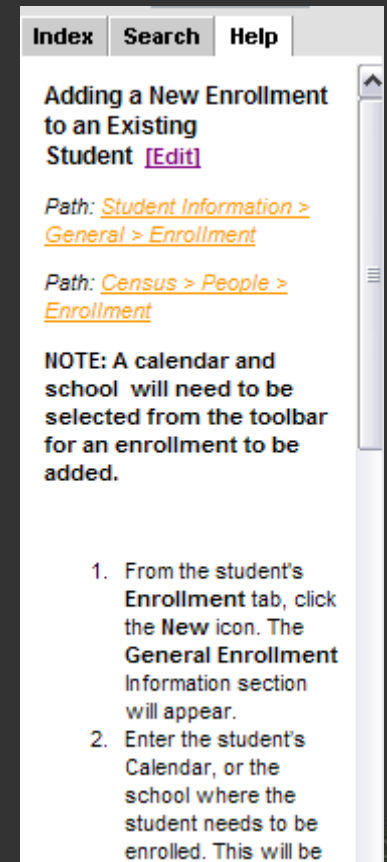
3

Select result



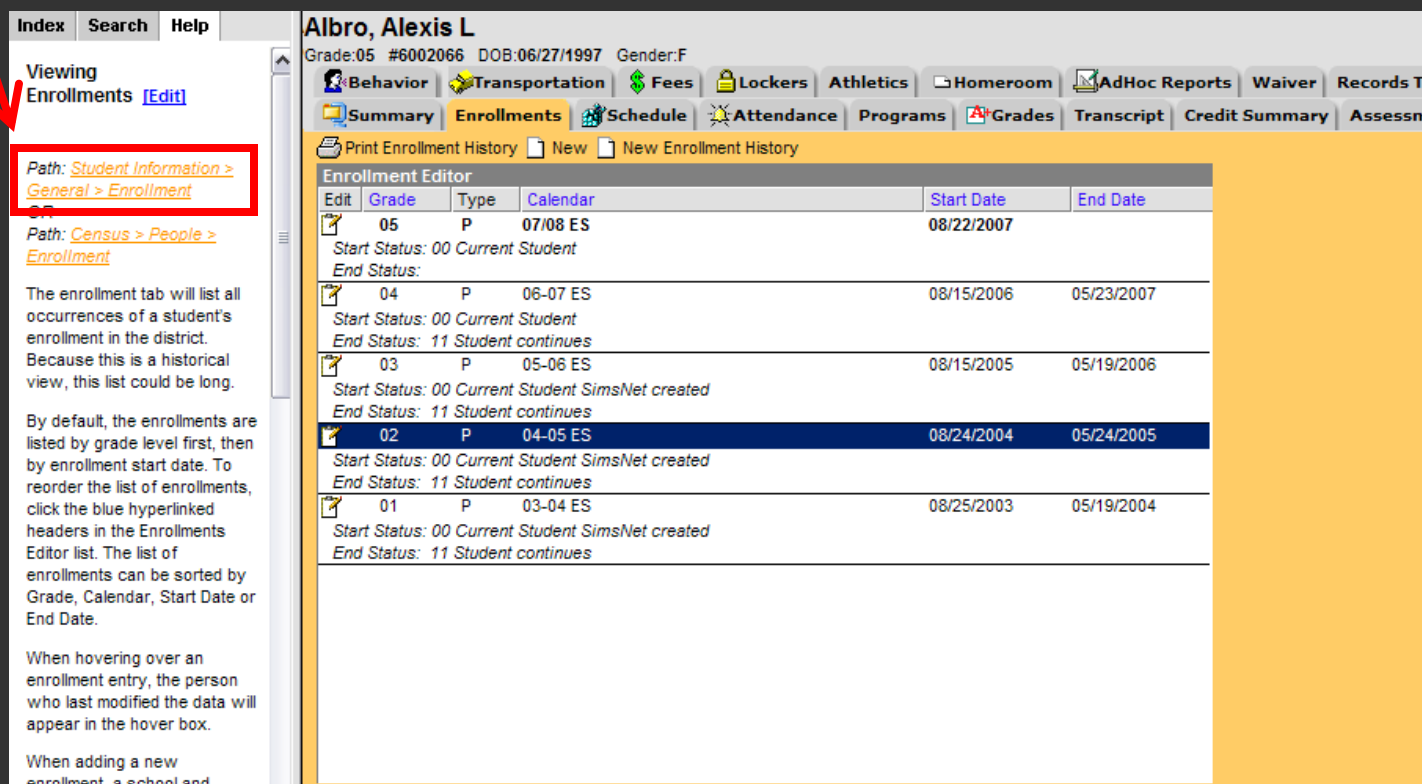
4

Help text appears



Campus Help to Campus Tool – in the Product

Click on the path link



The screenshot displays the Campus Tool interface for student **Albro, Alexis L**. The left sidebar contains a navigation menu with a red arrow pointing to the link **Path: Student Information > General > Enrollment**. The main content area shows the **Enrollment Editor** for this student, displaying a table of enrollment records.

Enrollment Editor

Edit	Grade	Type	Calendar	Start Date	End Date
<input type="checkbox"/>	05	P	07/08 ES	08/22/2007	
Start Status: 00 Current Student End Status:					
<input type="checkbox"/>	04	P	06-07 ES	08/15/2006	05/23/2007
Start Status: 00 Current Student End Status: 11 Student continues					
<input type="checkbox"/>	03	P	05-06 ES	08/15/2005	05/19/2006
Start Status: 00 Current Student SimsNet created End Status: 11 Student continues					
<input type="checkbox"/>	02	P	04-05 ES	08/24/2004	05/24/2005
Start Status: 00 Current Student SimsNet created End Status: 11 Student continues					
<input type="checkbox"/>	01	P	03-04 ES	08/25/2003	05/19/2004
Start Status: 00 Current Student SimsNet created End Status: 11 Student continues					

Customizing Campus Help – in the Product

- Why customize Campus Help?
 - Share
 - Local practice
 - Lessons learned
 - What not to do
 - Your ideas?
 - Survives the update process when done using Campus customization process



Customizing Campus Help – in the Product

3

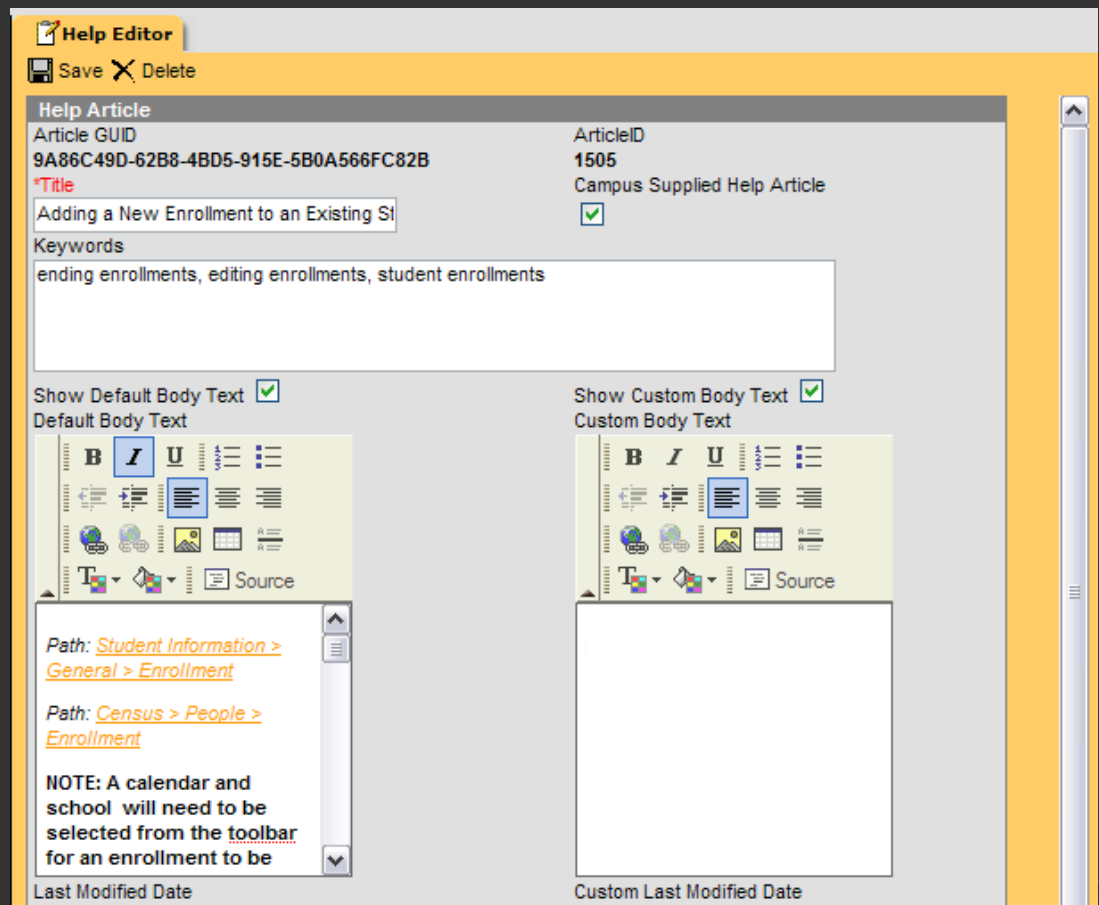
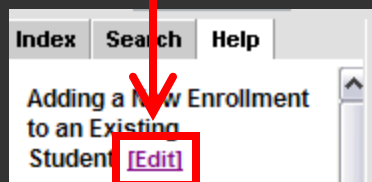
Help Editor appears

1

Search for help text to edit

2

Click [Edit]



Customizing Campus Help – in the Product

6 Save →

4 Check Show Custom Body Text

5 Insert custom help text

The screenshot shows the 'Help Editor' window. At the top, there is a toolbar with 'Save' and 'Delete' buttons. The 'Save' button is highlighted with a red box and an arrow pointing to it from the number '6'. Below the toolbar, the 'Help Article' section displays the 'Article GUID' as '9A86C49D-62B8-4BD5-915E-5B0A566FC82B' and the 'ArticleID' as '1505'. The 'Title' is 'Adding a New Enrollment to an Existing Si'. The 'Keywords' are 'ending enrollments, editing enrollments, student enrollments'. The 'Show Default Body Text' checkbox is checked. The 'Show Custom Body Text' checkbox is also checked and highlighted with a red box, with an arrow pointing to it from the number '4'. Below this, the 'Custom Body Text' area is highlighted with a red box and contains the following text: 'Custom Body Text for Adding Enrollment', '◆ District-specific practices', and '◆ Knowledge sharing'. An arrow points to this area from the number '5'. The 'Default Body Text' area on the left contains a path: 'Path: [Student Information > General > Enrollment](#)' and another path: 'Path: [Census > People > Enrollment](#)'. Below the paths is a note: 'NOTE: A calendar and school will need to be selected from the toolbar for an enrollment to be'. The 'Last Modified Date' field is at the bottom left, and the 'Custom Last Modified Date' field is at the bottom right.

Campus Customer Portal

- Why access the Customer Portal

Main Menu

Home

News

FAQs

Knowledge Base

Documentation

Search

SIF Toolkit

Mac Info

Food Service Info

NASIS

Infinite Campus

University

Available Releases

Types of Customer Portal Users

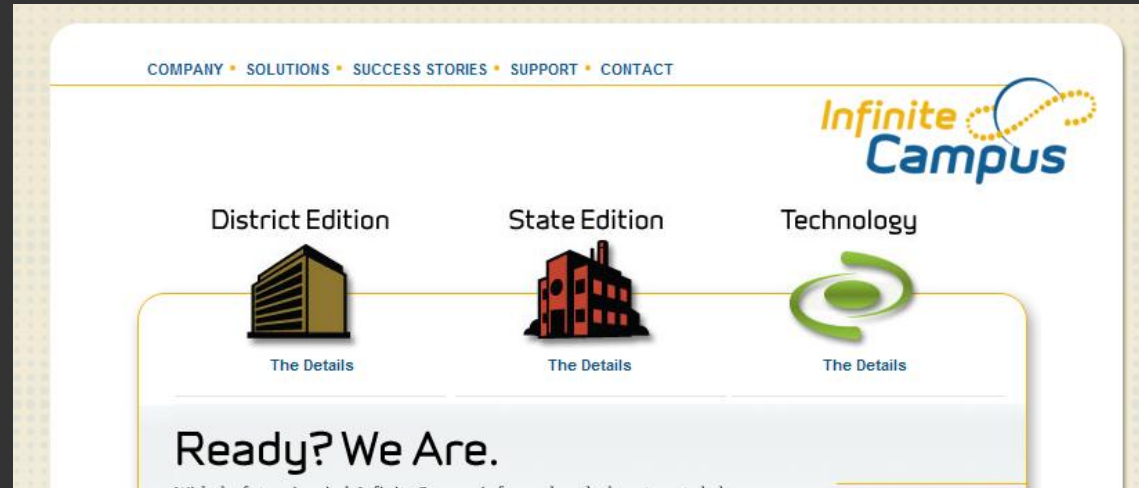
- Primary and Secondary Campus Support Contacts
 - Can submit support tickets
 - Provide software advice
 - Interpret district policies and procedures as they relate to Campus
 - Be point of contact for Campus related-issues
- Technical Support Contact
 - Can submit support tickets
 - Is point of contact for Campus Support and Hosting
- Registered Portal users
 - Campus user with read-only access to
 - Documentation
 - Knowledgebase
 - News articles



Campus Customer Portal

1

Go to infinitecampus.com

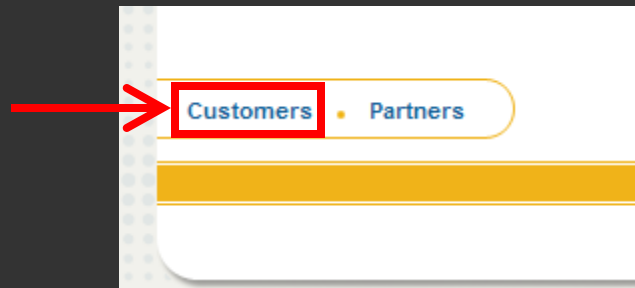


2

Scroll to bottom

3

Click on Customers



Campus Customer Portal

4

Log in



The screenshot displays the Infinite Campus Customer Portal interface. On the left, a 'Main Menu' sidebar lists links: Home, News, Case Studies, Brochures, Infinite Campus University, NASIS, and Available Releases. The central content area features a 'Who's Online' status, a news article titled 'Infinite Campus Releases 2008.1 District Edition System' with a 'More' link, and two press release teasers: 'Greeley-Evans School District 6 Selects Infinite Campus as their Student Information System' and 'Perry Local Schools Select Infinite Campus as Their Student Information System'. At the bottom, there are pagination controls showing 'Results 1 - 4 of 5' and a '[Back]' link. A red box highlights the 'Access Control Login' section, which includes fields for 'Username' and 'Password', a 'Remember me' checkbox, a 'Submit' button, and a 'Forgot your password?' link. To the left of this box, a red circle with the number '4' and the text 'Log in' has a red arrow pointing towards the login form.

Main Menu
Home
News
Case Studies
Brochures
Infinite Campus University
NASIS
Available Releases

Who's Online
We have 59 guests online and 3 members online

Infinite Campus Releases 2008.1 District Edition System
Written by Kim Schroeder
Friday, 01 June 2007
June 1, 2007 – Arden Hills, Minn., – Infinite Campus, Inc. today announced the release of the Infinite Campus District Edition 2008.1 student data management system. The Infinite Campus District Edition is a comprehensive, web-based system which eliminates islands of information, streamlines student administration, and provides secure, real-time access to data.
[More](#)

Greeley-Evans School District 6 Selects Infinite Campus as their Student Information System
Written by Liz Schmitt
Thursday, 26 April 2007
Greeley-Evans School District 6 joins the other 58 Colorado districts that have selected Infinite Campus.
[Greeley-Evans School District 6 Press Release](#)

Perry Local Schools Select Infinite Campus as Their Student Information System
Written by Liz Schmitt
Tuesday, 27 March 2007
Perry Local Schools of Perry, Ohio, is the first district in Ohio to select Infinite Campus as their student data management system. They join the growing number of districts who have experienced proven results with Infinite Campus.
[Perry Local Schools Press Release](#)

Access Control Login
Username

Password

☐ Remember me
 [Forgot your password?](#)

[A+] [A-] [RESET]

More...

- Infinite Campus Online User Group

1 2 Next > End >>

Results 1 - 4 of 5

[Back]

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Submitting a Support Ticket

- The Perfect Ticket
 - Takes less than 15 minutes to verify
 - Allows Campus staff to move *immediately* as appropriate to:
 - Resolve
 - Research
 - Investigate
 - Escalate
 - Defect submission
 - Leaves little to interpretation
 - Handled consistently with client expectations



The Perfect Ticket

Identify the issue:

Ask necessary questions to gain a detailed understanding of the details and the scope of the issue

Replicate the issue:

Are you able to recreate the issue?
Is it consistent? Intermittent?
All users? Calendars? etc.
Does the issue occur on all sites?
(production, training, testing)



Nine Elements of the Perfect Ticket

- **Severity** - *How time sensitive is this issue. Make sure to prioritize correctly.*
- **Subject-** *Brief description – easily identifiable when searching*
Summary – *Detailed description of the issue, include specific students, teachers*
- **IC Module-** *Where is this issue happening? Scheduling, Attendance...*
- **School-** *Which school(s) are affected by this issue*
- **Calendar-** *Is this for a previous year, Kindergarten calendar, etc.*
- **Steps (Replication)-** *Click-by-click walk through on how to replicate the issue.*
Be very specific, the more detail the better!
- **Expected Results-** *What is the desired outcome?*
- **Error Message-** *Complete details of any error messages you receive*
- **Test Results-** *Additional information collected during local troubleshooting*

Questions & Answers

Ask, we're ready!



Learn More!

Additional training is available from Campus U

- Professional, certified trainers
- Just-in-time offerings
- Online
- In person
 - In your district
 - At Infinite Campus

